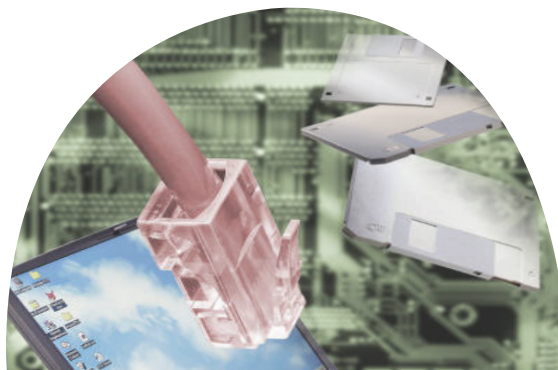


# What is VoIP?

Voice over Internet Protocol (VoIP) is a service which allows you to make phone calls through the Internet. This service is relatively new and is becoming more popular because it may be cheaper to use when making long distance and international phone calls.

VoIP converts the voice signal from a phone into a digital signal and transports it over the Internet. Then the signal will be converted back to a regular phone signal at the other end of the call so you can have a conversation.

Some cable companies provide a similar service which uses their own system, not the Internet. You can use this brochure as a general guide for that service but be sure to get all the details from the cable company, as you should from any company you are signing up with.



## What do you need for VoIP?

You must have broadband Internet service, such as DSL or cable modem service. Depending on the type of service you subscribe to, you may not need any special equipment or you may need a computer, a special VoIP phone, or just an adapter for your phone.

## What do you need to know about using VoIP?

- Because VoIP relies on electrical current to run the computer, it may not work if there is a power failure. Ask the company if it provides a back-up battery and how long that will last.

- There may be limited, or no emergency 9-1-1 service. Be sure to ask for specific information about the 9-1-1 service the VoIP company provides. For example, some companies do not provide E-911 service which lets the emergency dispatcher geographically pinpoint where you're calling from.
- The service may or may not offer directory assistance or white page directories.
- VoIP is not regulated by the CPUC. Any disputes you may have cannot be addressed by the CPUC and may need to be pursued through court action.
- You may be able to pick an area code for your VoIP service that is different from the area code in which you live. Calls within your VoIP area code may not be billed as long distance calls. People calling your VoIP area code from another area code, even if they are located near you, may incur long distance charges.



# VoIP

## Voice over Internet Protocol

What It Is,  
What It Can Do  
for *YOU*

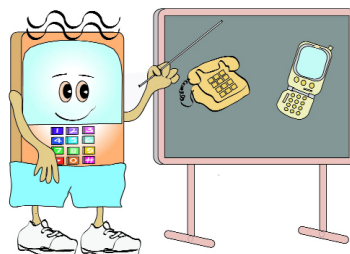


[www.calphoneinfo.com](http://www.calphoneinfo.com)  
1 (800) 649 7570 – CPUC Hotline

FOR FURTHER INFORMATION PLEASE VISIT:

[www.cpuc.ca.gov](http://www.cpuc.ca.gov)  
[www.fcc.gov](http://www.fcc.gov)  
[www.ftc.gov](http://www.ftc.gov)

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*"I'm Keypad Kid giving you our **Plain Talk Series** about phone services."*

If you have an unresolved dispute with your phone company, you can file a complaint at [www.calphoneinfo.com](http://www.calphoneinfo.com) or call the CPUC hotline at 1 (800) 649-7570.



# VoIP

## Voice over Internet Protocol



California Public Utilities Commission